



JOB DESCRIPTION

Position Title: **Specialist**

Working Area: **Customer Service (Roads)**

Class Code: 5304 Non-Exempt EEO Code: 06 Effective Date: August 30, 2002

Major Function

Administrative and technical work receiving and resolving customer service requests and providing information as appropriate or routing call to staff in a team based environment.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Receives customer requests by telephone or other means, determines appropriate action for request and provides information requested or refers request to the proper staff person.

Handles inbound calls effectively and efficiently through the use of proactive customer service and call control techniques.

Provides customer service to citizens through the use of techniques focusing on adding value to each call. Resolves questions/concerns efficiently and effectively through the use of active listening and other techniques that focus on adding value. Interfaces on behalf of the customer with other departments to resolve concerns and problems. Resolves problems on the first call, with a minimum of transfers by consistently improving personal technical knowledge and understanding. Provides follow-up with customers to ensure satisfaction and proper resolution of requests.

Completes and compiles records, reports and other information as it relates to providing customer service.

Develops customer service surveys to assess customer satisfaction with service provided. Prepares reports to summarize survey results and make appropriate recommendations. Examines information and data to determine accuracy of customer complaints and makes recommendations for resolutions of customer problems to manager. Recommends to management improvements in service and/or procedures to prevent future complaints and request of a similar nature.

Maintains computerized databases, files and documents, and prepares reports, as well as assisting in tracking requests for services. Maintains a variety of forms and records.

Initiates and/or recommends, for final approval by the division manager and department director, for hiring, performance evaluations, termination, disciplinary and/or commendatory actions for assigned personnel. Provides supervision for dispatch personnel. Carries out supervisory responsibilities in accordance with established policies and procedures. Responsible for addressing complaints, resolving problems and making recommendations to supervisor and manager regarding customer service issues. Provides relief of assigned staff as required.

Leads by example and adheres to the Department of Public Works core values.

Performs other duties as assigned or as may be necessary.



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Minimum Qualifications

Knowledge of customer services methods and techniques. Knowledge of service call tracking methodologies and administrative office procedures. Knowledge of personal computers and the use of software found in an office environment. Knowledge of the basic concepts used in roadway construction and maintenance.

Strong ability to communicate effectively both orally and in writing. Ability to disseminate information effectively to customers and/or media. Ability to make presentations and present information in a clear and concise manner. Ability to respond to questions from groups of managers, clients, customers, elected officials and the general public. Ability to read, analyze, and interpret complex documents. Ability to understand and communicate effectively the basic concepts of roadway construction and maintenance. Ability to provide effective and efficient customer service. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to apply concepts of basic algebra and geometry. Ability to establish and maintain effective relationships with County staff, elected officials and the general public. Ability to define problems, collect data, establish facts, and draw valid conclusions. Must possess the ability to take the initiative to address customer needs and resolve service issues. Exhibits the ability to receive and understand directions while ensuring projects are completed without the need for additional follow-up by supervisor. Possess the ability to solve problems and concerns creatively.

Skilled in the use of customer service methodologies, including but not limited to value added service, active listening, and communications to ensure understanding. Must possess strong interpersonal skills that reflect a positive, respectful, and are customer service focused. Must possess good organization and prioritization skills. Exhibits patience and remains calm and professional when dealing with difficult or challenging customers and/or staff. Must possess a good command of the English language and grammar use that communicates clearly, concisely and assures customer understanding. Skilled in the use of personal computers and the use of software such as database management, word processing, presentations, spread sheets, and photographic software. Must value continuous learning and self-improvement by seeking out opportunities for training and development.

High School Diploma and two (2) years experience in providing customer service in a high volume environment.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications

Working Conditions

The work environment for this position is generally includes work performed in an office setting. Work frequently requires repetitive motions of the wrist, hands and/or fingers. Typical work assignments would include duties that require the incumbent to frequently sit in a chair, stand for prolonged periods of time and occasionally walk through construction zones. The noise level in the work environment is usually moderate.